



### **ADDENDUM III**

**SUBJECT:** Request for Competitive Sealed Proposals, Education Center Search Tool, (RFCSP 25-114; RFx 6100019159), Scheduled to Open: Thursday, September 18, 2025; Date of Issue: Tuesday, July 22, 2025

**FROM:** Stacey L. Czachor, NIGP-CPP, CPPB  
Procurement Manager

**DATE:** September 22, 2025

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. III - TO THE ABOVE REFERENCED  
REQUEST FOR COMPETITIVE SEALED PROPOSALS**

**THE ABOVE-MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY  
AMENDED AS FOLLOWS:**

**1. Revised:** Section 004: Specifications / Scope of Services, removed 4.6 Proposed Scoring Criteria.

### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, PRE-SUBMITTAL CONFERENCE:**

**Question 1:** The documentation made reference to keeping reviews of agencies, are there guidelines for maintaining these reviews?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES points 1, 2, and 3. Specifics around features including content moderation have not been determined at this time.

**Question 2:** What is the single biggest barrier, currently, that families have to search for childcare?

**Response:** A major challenge is acquiring sufficient information to meet their needs and preferences. An example is finding a childcare center that accepts the specific funding.

**Question 3:** There is mention of provider performance, what kind of insights on performance of the providers would Pre-K 4 SA like to see on the back end?

**Response:** Pre-K 4 SA collects a lot of business and educational data about vendors and would like to explore how they can use this data to tell a more interesting story or compelling piece of information for families.

**Question 4:** For Ready to Work, does the City have a pool of providers that are in the Ready to Work Program?

**Response:** The City does have an fluid list of childcare providers that will be shared with the vendor recommended for award to start with and expand from.

**Question 5:** Often with large municipalities, the understanding of the City also includes smaller municipalities around the City, is that something they vendors will need to take into consideration with this as well?

**Response:** The service area for this project is the Extra Territorial Jurisdiction (ETJ) of San Antonio and beyond to include the City of New Braunfels as well as Military Bases. That should be considered for the scope of services requested.

**Question 6:** Will Pre-K 4 SA provide the existing childcare data and, if so, how frequently will this data be provided?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES points 1, 2, and 3. Specifics around data collection and update frequency have not been determined at this time.

### **QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, RESTRICTIONS ON COMMUNICATIONS**

**Question 7:** Does the Interlocation Participation Rider apply? If so, can you please provide a copy?

**Response:** No, there is not an Interlocal Participation rider attached to this RFCSP.

**Question 8:** What is the total budget for the program?

**Response:** Please refer to the RFCSP, Attachment B – Price Schedule.

**Question 9:** Please provide a list of the local partners that we need to interface with, as mentioned towards the end of the pre-bid meeting.

**Response:** A list of childcare providers will be shared with the vendor recommended for award.

**Question 10:** Please confirm that to be eligible for the SBEDA evaluation criteria (10 points), a vendor must meet all three requirements (classified as an SBE, headquartered in San Antonio, and a Personal Net Worth (PNW) under \$2.7M). Or may a vendor qualify if it meets only 1 or 2 of the three criteria?

**Response:** To earn the 10 SBE Prime Contract Program points applied to this solicitation, the prime respondent must be SBEDA eligible and must be a certified SBE. A respondent is SBEDA eligible if they meet **all** of the following criteria:

- The respondent must be certified as an SBE by the South-Central Texas Regional Certification Agency (SCTRCA).
  - Please note that the City of San Antonio only accepts certifications from the SCTRCA for the purposes of SBEDA Program eligibility; while the Economic Development Department encourages vendors to obtain other agency's certifications (State of Texas HUB, SBA HUBZone/8a, U.S. Department of Transportation DBE/ACDBE, etc.), those certifications do not count towards SBEDA Program eligibility.
- The respondent must be headquartered in the San Antonio Metropolitan Statistical Area (SAMSA).
  - SAMSA is defined as Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson Counties.
- The respondent's majority owner(s) who is/are relied upon for certification as an SBE must have a PNW less than \$2.047 million.

- PNW is calculated from the value of the majority owner(s) assets minus the liabilities they owe (if majority owners, PNW is individually calculated, not combined). To check if your firm falls below the PNW threshold, please utilize the U.S. Department of Transportation's Personal Net Worth Statement form: <https://www.transportation.gov/civil-rights/disadvantaged-business-enterprise/new-dbe-personal-net-worth-statement>.

**Question 11:** Please confirm that if a vendor does not qualify for the SBEDA evaluation criteria, it can at most only earn 90 points.

**Response:** Correct, if a vendor does not qualify for the SBEDA evaluation criteria, it can at most only earn 90 points.

**Question 12:** Can you clarify more on the objectives of the platform, e.g., what kind of interaction is expected, and will there be applications submitted and tracked through the platform?

**Response:** This project seeks to create a city-wide childcare/Early Childhood Education (ECE) center search tool for families that supports families with identifying and gathering information on available centers that align with their unique family needs. This includes but is not limited to cost for care, safety and quality certifications, special program offerings and location. Tool should be user friendly and accessible to all families in San Antonio seeking childcare options. Tool should be able to gather basic user data for the purposes of improving user experience and supporting San Antonio Childcare Providers offerings align with family needs.

**Question 13:** What are the key performance outcomes expected from this tool (e.g., increased enrollment, better parental decision-making)?

**Response:** Overall mapping of San Antonio Childcare, increased tracking of available San Antonio childcare options and available seats of each type, increased pairing of family/children into provider offerings,

**Question 14:** Will there be marketing information provided by the City of SA to put on the website?

**Response:** No, there will not be marketing information on the City website.

**Question 15:** Will the City provide access to the recommended provider data source or are we extracting manually?

**Response:** The Respondent is to extract data manually

**Question 16:** What level of access does the City require when it comes to updating content on the platform?

**Response:** Please refer to the specifications in the solicitation. The Pre-K 4 SA team is open to submitter recommendations.

**Question 17:** How frequently will provider data be updated and who will manage ongoing data accuracy?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES, especially points 1, 2, and 3. Specifics around features including data collection and update frequency have not been determined at this time.

**Question 18:** Are quality rating systems (e.g., Texas Rising Star, NAEYC accreditation) required to be integrated?

**Response:** Yes, quality rating systems are required to be integrated.

**Question 19:** Are additional search filters included (e.g., distance, cost, language, special needs, support, hours of operation)?

**Response:** Yes, as previously mentioned please include all aforementioned components.

**Question 20:** Is geolocation support required (map-based search and directions)?

**Response:** Yes, geolocation support is required.

**Question 21:** Should the tool support multi-language options (English, Spanish)?

**Response:** Yes, please incorporate language tools that include written and real-time translation of text across multiple languages.

**Question 22:** What other platforms are expected: web-only or web+ mobile app?

**Response:** Preference is to proceed with a mobile responsive solution and remove development for a mobile application.

**Question 23:** Are there integration requirements (e.g., linking to city databases, Texas Workforce Commission, or early childhood education programs), and would we be provided access to this when needed?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES, especially points 1, 2, and 3. Specifics around features and capabilities including data collection and update frequency have not been determined at this time.

**Question 24:** Will there be a need for users to create accounts to log in? Will the platform be collecting data through forms for users via applications, or is it primarily informational with no need for sign-up or form submission?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES, especially points 1, 2, and 3. Specifics around features including end-user (family) accounts have not been determined at this time.

**Question 25:** Are there data privacy or security frameworks we must adhere to (FERPA, COPPA, state privacy laws)?

**Response:** The City's Cybersecurity Framework follows the NIST 800-53 controls framework. Refer to Exhibit 4 – COSA Information Technology Standards. Respondents should refer to the guidance in NIST 800-53B for moderate controls.

**Question 26:** Are there branding guidelines or accessibility requirements (WCAG 2.1 AA compliance)?

**Response:** The City's Digital Accessibility Framework follows Section 508 of the Rehabilitation Act of 1973 and WCAG 2.1 AA guidelines for web content as stated in Exhibit 4 – COSA Information Technology Standards.

The City of San Antonio embraces the principles of Trust, Quality, and Inclusion (including access, usability, and usefulness to the resident and employee) through Human-Centered Design (HCD) and data-informed decisions. All digital products developed or delivered for the City will be required to conform with Exhibit 9 - Experience Design Standard and Exhibit 10 – DAO Contract Language.

Vendors who develop, deliver, and/or modify City of San Antonio (City) digital assets and channels must meet a fundamental requirement that all information and communications technology (ICT) must adhere to the City of San Antonio brand standards as outlined on [SA.gov/Brand](https://sa.gov/brand). Applicability of these standards will be determined by the Scope of Work (SOW) and based on the type of digital asset or channel.

**Question 27:** Is there a need for social user experience behaviors (e.g., save favorites, share, like or dislike)?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES points 1, 2, and 3. Specifics around features including social engagement have not been determined at this time.

**Question 28:** Is there any preference between cloud hosting options and on-premises?

**Response:** Cloud hosting is preferred.

**Question 29:** Is the vendor responsible for provisioning and maintaining hosting?

**Response:** Yes, the vendor is responsible for hosting.

**Question 30:** Should the tool be deployed in a cloud environment (Azure, AWS, GCP) or on-premises?

**Response:** The tool should be deployed in a Cloud hosting environment.

**Question 31:** What are the expectations for post-launch maintenance, support and updates?

**Response:** Ongoing support and maintenance options should be included.

**Question 32:** What is the expected timeline for development, testing and deployment?

**Response:** Expected launch is Summer of 2026.

**Question 33:** Are there milestone deliverables (wireframes, proto-types, beta testing phases)?

**Response:** No milestone deliverables have been explicitly defined at this time. Respondents should propose appropriate milestone deliverables that align with and support the Project Milestones and Check-In Meetings section in Section 004 – SPECIFICATIONS / SCOPE OF SERVICES.

**Question 34:** Will there be pilot programs or phased rollouts before citywide launch?

**Response:** Please include recommendations in proposal.

**Question 35:** Who are the primary stakeholders (City of San Antonio, Pre-K 4 SA, childcare providers, parents)?

**Response:** Stakeholders include families, Joint Base San Antonio, Early Matters San Antonio (they will also host the tool on behalf of Pre-K 4 SA on their website), Child Development Centers and Care providers in all municipalities

**Question 36:** Will there be a steering committee or designated project manager for approvals and feedback cycles?

**Response:** There will be a designated project manager and a steering committee.

**Question 37:** How will community feedback be incorporated during development?

**Response:** Community feedback will be incorporated through stakeholder interactions as stated in Section 4.4 point 3 and Section 4.4.2 point 3.

**Question 38:** Is there an allocated budget range or ceiling for this project?

**Response:** Please refer to RFCSP.

**Question 39:** What are the evaluation criteria for selecting the vendor (cost, experience, technical approach, timeline)?

**Response:** The evaluation criteria for this RFCSP are 1) Experience, Background & Qualifications, 2) Proposed Plan, 3) Price and 4) Small Business Enterprise (SBE) Prime Contract Program.

**Question 40:** Is experience with government/education sector projects a weighted factor in scoring proposals?

**Response:** Yes, question #2 in Attachment A, Part Two requires that respondents describe specific experience with public entities, especially large municipalities.

**Question 41:** Are there local or state procurement requirements (e.g., HUB, MWBE participation)?

**Response:** While there are Small Business Enterprise (SBE) Prime Contract Program preference points applied to this solicitation, there is no requirement that a vendor be classified as SBE to be awarded a contract.

**Question 42:** Does the tool need to meet open data standards or interoperability requirements?

**Response:** Yes, the tool needs to meet these standards.

**Question 43:** Are there any cybersecurity compliance standards (NIST, CIS controls) mandated by the city?

**Response:** The City's Cybersecurity Framework follows the NIST 800-53 controls framework. Refer to Exhibit 4 – COSA Information Technology Standards.

**Question 44:** Will the tool need analytics dashboards to track usage metrics (e.g., number of searches, provider inquiries)?

**Response:** Yes. Refer to Section 4.4.3 point 3.

**Question 45:** Should it integrate with city reporting systems for ongoing program evaluation and assessment?

**Response:** Interest in integrating with Pre-K systems but will explore further once a solution is developed.

**Question 46:** In Attachment B – Price Schedule, in the “Estimated Timeline” columns, should bidders enter a range of dates (beginning date and end date), or just the end date?

**Response:** Yes.

**Question 47:** In Attachment B – Price Schedule, for line items that the bidder wishes to mark as “Included,” “N/C,” or \$0.00, should the bidder mark the same entries in the “Estimated Timeline” columns as well?

**Response:** Yes.

**Question 48:** We offer our solution as a SaaS product, which includes an annual licensing fee. Where in Attachment B Price Schedule should we include the ongoing cost for the platform? Should we insert it in Section 5: Testing, Launch & Support #4. Post-Launch Support (12 months)? Or should we inculcate it in another location?

**Response:** No include it with the original proposals.

**Question 49:** Is there a page count limit for any sections of the proposal response?

**Response:** No, there are no page count limits for any sections of the proposal response.

**Question 50:** In attachment B – Price Schedule, is the City requesting pricing for Sections 1-5 plus one year of “Post-Launch Support” (Section 5.4), or should the total price include all three years of the base period?

**Response:** Total price should include all three years of the base period but please propose maintenance support cost post base period.

**Question 51:** The Price Schedule references a “Not to Exceed \$500,000” next to “Total Project Cost,” is this the budget ceiling for the base development effort only, or does it also include post-launch maintenance and support?

**Response:** The project budget is intended to support the build and a degree of ongoing maintenance. Most of the data maintenance (what centers have achieved certain quality designations, hours of operation, children ages served, for example) will need to be updated each year. This will be done exclusively via the vendor OR via a combination of effort among vendor, Pre-K 4 SA and Early Matters, or exclusively by Pre-K 4 SA. This will be determined in consultation with the selected vendor.

**Question 52:** In addition to the data sources listed in Section 4.4, Item 2, are there any other required or preferred data sources in scope for integration?

**Response:** This solicitation calls for an approach that includes research and discovery to inform specific features and capabilities to be included in the platform. Refer to Section 4.4 VENDOR RESPONSIBILITIES, especially points 1, 2, and 3. Specifics around features and capabilities including data sources have not been determined at this time.

**Question 53:** What are the City’s expectations for service levels (SLAs), maintenance updates, and user support during the Post-Launch Support period?

**Response:** This will be negotiated with the successful respondent.

**Question 54:** What is the anticipated number of concurrent users expected on the system at peak times?

**Response:** It is expected that there will be over 72,000 concurrent users at peak times.

**Question 55:** If the application is to be hosted by the City, will CoSA provide the necessary infrastructure, licenses and access to support deployment?

**Response:** Not hosted.

**Question 56:** If City-hosted, what are the requirements for lower environments (e.g., Dev, Test, Pre-Prod) and Disaster Recovery?

**Response:** Not hosted.

**Question 57:** Does the City plan to use an existing identity provider (e.g., SSO, Active Directory, Azure AD) for authenticating employees and administrators?

**Response:** The City’s standard for Identity and Access Management for City staff is Microsoft EntraID. Refer to Exhibit 4 – COSA Information Technology Standards.

*Stacey L. Czachor*

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